CodeRED Frequently Asked Questions

What is CodeRED?
The CodeRED Emergency Notification System is a communication service that gives Louisville Metro Government the ability to quickly provide emergency telephone, text, or email notices to its citizens in Jefferson County.

Why is CodeRED important and how will I benefit from this service?
CodeRED will be used for emergency incidents and events where the timely notification to people in a specific geographic area is essential. Notifications can be an emergency situation, general info about incidents, or weather related, depending on your choice. Examples of possible emergency notifications may include: chemical releases, emergency evacuation notices, or natural disasters. General notices may be about natural gas leaks, utility outages, water main breaks, emergency street closings, missing persons, crime alerts, and other information of importance to citizens. Weather alerts are specific to tornado, severe thunderstorm, and flash flood warnings [not watches] and come directly via the National Weather Service depending on your choice.

If a critical event occurs that's known to be immediately dangerous to life or health, an emergency notice will be used to provide information about what action needs to be taken and other updates as needed. General notifications may be about incidents occurring nearby that do not require any emergency action on your part.

What do I have to do to receive this benefit? Does the city already have my phone number?
You are the most reliable source of information about how to reach your household or business by phone, so we highly encourage you to register. This is especially important if any of the following conditions are true:

- You would like to receive information as a text
- You have an unlisted phone number
- You have changed your phone number or address within the last year
- You use a cellular phone as your home phone

Because Louisville Metro wants to reach everyone possible in the event of an emergency, we have pre-populated CodeRED with publically available phone numbers and addresses. This means if you have a cell phone, unlisted, unpublished or new phone number you are not currently in our system. Remember, no one can keep up with your contact information as well as you can. The new system allows you the opportunity to change your information the very day you make a change.

How do I register?
The most convenient way to register is via the CodeRED website **CLICK HERE TO REGISTER** . Individuals interested in registering will be required to add a telephone number into the CodeRED database. *Required* information will be first and last name, physical street address (no P.O. boxes), city, state and zip code. An alternate phone number, such as a cellular phone, can also be entered and both the primary and alternate line will be contacted in the event of an emergency.   The system works with cellular phones but requires the cell phone number to be associated with a street address in Jefferson County.

Those who are hearing impaired can sign up and choose TDD ONLY option for delivery of emergency messages. Messages delivered to phone numbers marked TDD will only be delivered in a TDD/TTY format.

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Residents with a telephone but without internet access or the visually impaired may contact 311 for assistance on being added into the system.

What is the difference between an Emergency Notification, General Notification, and Severe Weather Notification?

Emergency Notifications will only be initiated if there is an immediate risk to your health or safety. If your phone number is known, you will receive an emergency notification if your geographic area is affected. This means if we have your phone number we will call you if it's believed there is an imminent risk to your health or safety.

General Notifications can be any public safety related alert not deemed an imminent risk to health or safety. The residents and businesses of Jefferson County must 'OPT-IN' to receive these alerts. OPT-IN means you must deliberately check a box on the webpage in order to get the general notifications. These can be notices of current incidents occurring nearby that you may want to know about even if they don't present an immediate danger to you.

Severe Weather Warning Notifications are sent directly from the National Weather Service. You can choose to be alerted for Tornado, Severe Thunderstorm, or Flash Flood Warnings affecting your address. The residents and businesses of Jefferson County must 'OPT-IN' to receive these alerts. OPT-IN means you must deliberately check a box on the webpage in order to get the weather notifications.

Does this mean that the city will be calling me constantly?

Louisville Metro respects the privacy of its citizens and will only notify you when emergency situations arise that have the potential to be dangerous to your life or health. You will also be notified if you choose to receive general or weather alerts.

What should I do if I receive a CodeRED message?

- Listen carefully
- Follow instructions
- Don't hang up until you hear the whole message (the message will not be repeated)
- DO NOT call 9-1-1 unless instructed to do so (You will only tie up emergency lines)
- If instructed, tune to your local radio or television station for further information

What does a CodeRED message sound like?

The message will always begin with the statement "This is a message from the Louisville Metro (department name addressing the situation)." The remaining text will provide information about the situation including how and if people need to respond. You may be directed to turn to a local radio or television station for updates and additional information.

Here's a sample of what you might hear:

Chemical Spill - Shelter in Place

This is a message from the (appropriate department).   Due to a hazardous material release in your immediate area, all citizens are requested to bring in all pets, stay inside your home, turn off all heating or air conditioning and close windows and doors. Retreat to a windowless room if possible

and tape any gaps or vents that will allow outside air inside. Please do not call 9-1-1. Listen to your local radio or TV station for further information. Once the situation is resolved, you will be notified. Thank you for your cooperation.

Chemical Spill - All Clear
This is a message from the (appropriate department). The hazardous materials incident has been resolved and it is now safe to resume normal activities. No further action needs be taken. Thank you for your cooperation.

Will the system work with cell phones?
Yes, but your cell phone number needs to be associated with your Jefferson County address (this notification only applies to incidents occurring in Jefferson County, Kentucky). We encourage you to register your cell phone number.

What happens if my line is busy?
CodeRED will make 3 attempts to call busy numbers and will leave a message on an answering machine or your voice mail if you have that capability.

Will CodeRED leave a message on my voicemail?
 CodeRED will leave a message on an answering machine or your voice mail if you have that capability.

What if I have a telemarketing call block or other telezapper device on my home or mobile device?
To allow CodeRED messages to get through, program your phone to allow calls from 866-419-5000 [Emergency], 855-969-4636 [General], and 800-566-9780 [Weather] if those are the choices for notices you selected. These numbers are toll free.

What should I do if I don't receive a message?
The primary reasons you may not have received a call are:

- Your area of the community may not be affected. If that is the case, you won't receive a call even if it's only a block away.
- The system received a busy signal after three attempts to reach you.
- You have a telemarketing call block or other telezapper device on your phone or mobile device that has not been deactivated
- Your phone number and address don't match up, or are not even in the system. In that case **CLICK HERE TO REGISTER** and follow the instructions.

What do I do if I do not want to be on the CodeRED call list?
Individuals that prefer not to receive any CodeRED messages can be added to a 'Do Not Call List'. To remove your name and contact information from the system, please contact MetroCall by dialing 311.